

## EPAF Troubleshooting Guide

Below is an alphabeticized list of error messages that you may encounter when submitting an EPAF. After locating your error message, consult the given solution in the column to the right. If you receive an error message that is not listed, please contact Mike Holmes (x2430, mdholmes@usfca.edu) in Payroll and he can assist you to discover the solution. Any other questions related to EPAF should also be directed to him.

**\*\* Please note that after following the given instructions you are required to **Save** and then **Submit** the EPAF in order for the error messages to disappear.**

Error Message	Solution
Address of this type exists.	If you encounter this error locate the <b>Address Type</b> , and from the drop-down menu select "CO - Campus Office." Then, in the <b>Address Line 1</b> enter the text "TBD" (no quotes). This error signals that we already have a permanent address on file.
Approval Level must be selected first.	In the <b>Routing Queue</b> section of the EPAF, the left column <b>Approval Level</b> should pre-populate with the levels appropriate to the approval category that you've selected. Please check that an <b>Approval Level</b> has been selected from the drop-down menu for every <b>User ID</b> that you've entered. We are aware of an inexplicable error that will occasionally remove these values and disallow their entry. In this unfortunate case, the EPAF will have to be voided and begun again.
Base Job cannot begin before the position. Check position dates.	Please contact Payroll if you encounter this error.
Base Job record must exist to create a new job.	This error indicates that you are trying to amend a job that doesn't exist. Unless you are giving the employee a new assignment (job), be sure that you have selected the employee's Active Job in the New EPAF Job Selection screen. When using the SH Staff Stipends (DEFAULT) approval category, you should not enter a new position # and suffix, but rather select the employee's Active Job which will be listed near the bottom of that screen. If you have entered a new position # and suffix, please void your EPAF and begin again, keeping the aforementioned in mind.
Begin Date must equal the first Jobs Detail Effective Date.	This error is caused by what Banner considers to be a conflict in the <b>Job Begin Date</b> field. <b>Job Begin Date</b> signals the <i>first</i> date that the employee received the position # and suffix combination that you are now again assigning to him/her. To resolve the error, find the date listed in the <b>Current Value</b> column (to the left of the open field in the <b>New Value</b> column) and reenter this date in the <b>New Value</b> column.
Cannot be terminated. All jobs have to be ended.	This error signals that the employee has multiple active assignments, all but one of which must be terminated prior to the submission of a <b>Termination of Employment</b> EPAF. The <b>Termination of Employment</b> EPAF can serve to terminate the employee's final remaining assignment at the same time that it terminates their status as an employee. However, all additional assignments will have to be terminated using a <b>Termination of Assignment</b> -type EPAF, one for each additional assignment.
Citizen Code must be entered on PPAIDEN	This error signals that this employee does not have status as an employee and should be considered a "New Hire." If you are currently submitting an EPAF using the Staff or Student Assignments (-ASN or -ASG) approval categories, you will have to void your EPAF and resubmit using the appropriate "New Hire" (-NEW or -NW1) approval category.
Contract Begin Date must not be prior to the Base Job Begin Date.	The date you've entered in the <b>Contract Begin Date</b> field must match the <b>Jobs Effective Date</b> . Please ensure that these match. Also, remember that the <b>Contract Begin Date</b> field should be left blank except in the case of stipend and faculty assignments.
Contract Start and End Dates must both exist.	This error indicates that a value has been entered in the <b>Contract Begin Date</b> field, but no <b>Contract End Date</b> has been entered. Remember that <b>Contract Date(s)</b> should only be entered for stipends and Faculty assignments. If you are submitting an EPAF for such an assignment, be sure to enter a <b>Contract End Date</b> . If not, remove the value you've entered in the <b>Contract Begin Date</b> field and leave it blank.
Contract Start Date cannot be prior to Position Begin Date.	Please contact Payroll if you encounter this error.

Error Message	Solution
Current hire date must be later than original hire date.	Ensure that the value you've entered in the <b>Current Hire Date</b> field is not prior to the employee's original date of hire. The <b>Current Hire Date</b> should typically match the <b>Jobs Effective Date</b> in the EPAF.
Date cannot be prior to the Base Job Begin Date of DD-MON-YYYY.	The date you've entered in the <b>Contract Begin Date</b> field must match the <b>Jobs Effective Date</b> . Please ensure that these match. Also, remember that the <b>Contract Begin Date</b> field should be left blank except in the case of stipend and faculty assignments.
Eff Date must be greater than Last Paid Date of 31-JUL-2008	This error indicates that you are attempting to enact a change in the employee's payroll record with an effective date prior to the last work-day for which he/she has been paid. Banner will only only changes for dates in a current or future pay period. Please either submit the EPAF with a current or future <b>Effective Date</b> ; or submit an EPAF using the <b>Retro Adjustments (-ADJ)</b> approval category, making the <b>Query</b> and <b>Effective Date(s)</b> equal to a current or future date, and the <b>Personnel Date</b> equal to the past date representing the <i>actual</i> date of the change.
Effective must be greater than Last Paid Date of 31-JUL-2008.	This error indicates that you are attempting to enact a change in the employee's payroll record with an effective date prior to the last work-day for which he/she has been paid. Banner will only only changes for dates in a current or future pay period. Please either submit the EPAF with a current or future <b>Effective Date</b> ; or submit an EPAF using the <b>Retro Adjustments (-ADJ)</b> approval category, making the <b>Query</b> and <b>Effective Date(s)</b> equal to a current or future date, and the <b>Personnel Date</b> equal to the past date representing the <i>actual</i> date of the change.
End Date must be later than Begin Date.	If you've entered a <b>Contract End Date</b> , be sure that this date falls after the <b>Contract Begin Date</b> (double-check the year, as this is sometimes overlooked). If this is not the problem, then it is likely that you are using a <b>New Hire</b> approval category for an employee that has previously been given an assignment with the University. If you are submitting a <b>New Hire</b> EPAF, please void or delete the current EPAF and resubmit using the Staff Assignments (-ASN) approval category.
First Labor Dist Effective Date must equal the Job Begin Date.	The <b>Query Date</b> you've chosen in Step 1 of the EPAF process cannot follow the <b>Effective Date</b> you have chosen. If the <b>Effective Date</b> of the personnel action is prior to the <b>Query Date</b> that you have chosen, then you will have to delete the current EPAF and begin another, taking care to ensure that the <b>Query Date</b> is equal to the <b>Effective Date</b> of the EPAF. If the <b>Effective Date</b> is not prior to the <b>Query Date</b> , then you can simply correct the <b>Effective Date</b> above the Labor Distribution (FOAP), save and resubmit.
First Name, SSN, Birth Date, Sex Code or Ethnic Code incomplete.	This error signals that the employee's biographical information has not been completely entered into Banner. Please contact HR if you encounter this error.
First Work Date must be less than or equal to Last Work Date.	This error signals that this employee has previously been terminated as an employee of the University. In order for you to grant this employee a new assignment, Payroll will have to reactivate them as an employee. Please contact Payroll and request that they amend the employee record.
I9 Expiration Date not allowed when I9 Form Indicator = Received	This error indicates that HR has entered an expiration date for the employee's I-9 form. Please contact HR and request that the I-9 expiration date be removed from the PEAEMPL form (they'll know what you're talking about). After HR has confirmed that this has been done, resubmit the EPAF.
ID is not defined as an employee. Establish employee record.	This error signals that this employee does not have status as an employee and should be considered a "New Hire." If you are currently submitting an EPAF using the Staff or Student Assignments (-ASN or -ASG) approval categories, you will have to void your EPAF and resubmit using the appropriate "New Hire" (-NEW or -NW1) approval category.
Job Begin Date cannot be after Employee's Termination Date.	This error signals that this employee has previously been terminated as an employee of the University. In order for you to grant this employee a new assignment, Payroll will have to reactivate them as an employee. Please contact Payroll and request that they amend the employee record.
Job Detail record must be terminated with effective date = end date.	The <b>Job End Date</b> field should be left blank. Remove any values from this field, save and resubmit. For a stipend or faculty assignment, the end date of the assignment should be entered in the <b>Contract End Date</b> field.

Error Message	Solution
Job Detail record must exist to create a new job.	This error indicates that you are trying to amend a job that doesn't exist. Unless you are giving the employee a new assignment (job), be sure that you have selected the employee's Active Job in the New EPAF Job Selection screen. When using the SH Staff Stipends (DEFAULT) approval category, you should not enter a new position # and suffix, but rather select the employee's Active Job which will be listed near the bottom of that screen. If you have entered a new position # and suffix, please void your EPAF and begin again, keeping the aforementioned in mind.
New Effective cannot be after Employee's Termination Date.	This error signals that this employee has previously been terminated as an employee of the University. In order for you to grant this employee a new assignment, Payroll will have to reactivate them as an employee. Please contact Payroll and request that they amend the employee record.
New Job Labor Distribution Date should be >= query effective date.	The <b>Query Date</b> you've chosen in Step 1 of the EPAF process cannot follow the <b>Effective Date</b> you have chosen. If the <b>Effective Date</b> of the personnel action is prior to the <b>Query Date</b> that you have chosen, then you will have to delete the current EPAF and begin another, taking care to ensure that the <b>Query Date</b> is equal to the <b>Effective Date</b> of the EPAF. If the <b>Effective Date</b> is not prior to the <b>Query Date</b> , then you can simply correct the <b>Effective Date</b> above the Labor Distribution (FOAP), save and resubmit.
Pay ID not found on PTRCALN for fiscal year and effective date.	Please contact Payroll if you encounter this error.
Termination Date has to be >= Jobs End date.	This error signals that a <b>Termination Date</b> or <b>Contract End Date</b> has already been specified for this assignment, and this date lies after the <b>Termination Date</b> that you have entered. In order to override the termination or end date currently in the system, you will have to contact payroll so that they can amend the record.
The Begin Date and Step must be entered for a new job.	Locate the <b>Step</b> field in the EPAF and enter the number "0".
The Fund/Organization/Account/Program code XXXXXX is invalid. Please change.	The value you've entered in the listed field is invalid. Locate the Labor Distribution (FOAP) section of the EPAF and enter a valid value in the field specified in the error message (e.g. Fund). If you are unsure of what the valid value is, please consult your department's budget manager. Also, be sure that the letter "S" has been entered in the <b>COA</b> column in the row containing the FOAP for this assignment.
The future dated Job record must be deleted before ending Job.	This error signals that a personnel action is scheduled to take place <i>after</i> the termination date that you have specified. If you are sure that you have entered the correct termination date, please contact payroll as they may have to manipulate the payroll record to resolve the EPAF error.
The Requested URL /prod/bwpkepaf.P_UpdateEpaDetl was not found on this server.	When submitting an "SH Staff Stipends, DEFAULT"-type EPAF, be sure to leave the <b>End Date</b> field blank. If this does not correct the error, please contact Payroll.